

## **WorkFirst Lean Project: Federal Participation Rate Reporting Process Value Stream Map**

The Federal Participation Rate Reporting Process Value, Stream Mapping (VSM), a second in a series of six WorkFirst VSM workshops, was held in the OB-2 auditorium the week of January 6, 2014. The goal of the VSM was to review the process and definitions of the reporting process while expanding the knowledge base through the organization, creating a legacy of success. Nine employees representing Information Technology Solutions (ITS), Research and Data Analysis (RDA), Community Services Division (CSD) and Office of Financial Management (OFM) participated during the week. The team worked together to create a current state map of their process and developed 24 kaizen bursts, with 13 that are currently being implemented over the next 90 days.

Some of the implementation plans developed in the workshop are:

- Capture Non-Custodial Parent Information and collect better history on sanctions
- Review history of overlap between ITS and RDA
- Give tips to field staff for more complete data collection
- Drop the initial look at data to deliver more complete and useful data, along with identifying new Key Performance Indicators for the field
- Engage EMAPS staff in analysis of Work Participation Rate data
- Standardize the definition of TANF cases used in reporting

To find out more about the WorkFirst Lean Project, you can go to [www.workfirst.wa.gov/wflean/default.htm](http://www.workfirst.wa.gov/wflean/default.htm)

By Heather Rayman, DSHS/WSH, Lean Facilitator DJA

